



Quality Leadership Forum (QLF)

<http://qualityleadership-pbma-kms.webexone.com>

<https://secureworkgroups.grc.nasa.gov/qlf>

Joint Audit Planning Committee (JAPC)

<https://secureworkgroups.grc.nasa.gov/japc>

Diana Shellman
Jet Propulsion Laboratory

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Mission Statement

- **Aerospace forum that meets semiannually for the advancement of quality assurance practices.**
- **Principle objectives of the QLF are to:**
 - **Integrate quality approaches**
 - **Standardize quality practices**
 - **Resolve current problems**
 - **Improve use of quality resources**
 - **Define and analyze quality risks**
 - **Communicate lessons learned**
 - **Share best practices**
 - **Improve quality processes**



Membership

- **We have approximately 350 members on the Intranet site. Members include:**
 - **NASA**
 - **NASA Support Contractors**
 - **Prime Contractors**
 - **Department of Defense Organizations**
 - **Colleges or Universities**
 - **Private Industry**



Scope of the QLF Work Group

- **Provide information on Quality**
- **Provide Links to Quality web sites**
- **Provide copies of past presentations from the QLF conferences**
- **Share Quality documents**
- **“Go To” Intranet site**



Secure Work Group Benefits

- **Sharing a wealth of information in a timely manner.**
- **Mass communication (announcements, e-mails) to Members.**
- **Store large presentations at Intranet site.**
- **Large Quality mailing list.**
- **Accessible anywhere with internet connection.**
- **Polls for conferences or anything else.**
 - **Use poll for registration and name tags**



Suggestions for Secure Work Group Improvement

- **Front Page**
 - In the Document Library section of the front page, only show new documents. The list should be gone after X number of days (like old site).
 - Would like External Links section of the Front page to have features of old site.
- **Polls**
 - Would like to be able to sort by alphabetically and by the order (i.e., Date) in which Users voted.
- **External Links**
 - Would like it to have same features of old site.



Suggestions (continued)

- **Announcements**

- Would like to be able to **notify members of announcements through email**; similar feature of old site. (Unless Users log into the site, it cannot be ensured that members will know about new announcements).
- Would like to have a noticeable **bold headline** (like old site).
- Would like to have the **Urgency** feature (like old site).
- Would like to be able to **attach a document** with announcements.
- Need announcement title to be formatted with link (like old site).

The screenshot shows the NASA PBMA website interface. On the left is a sidebar with a green header 'PROCESS BASED MISSION ASSURANCE P B M A' and a menu with links: Home, Shortcuts, My Favorites, Tools, Administration, Help, and Documents. The main content area has a header 'Announcements' with a lightning bolt icon, circled in red. Below it, there are two announcement entries: '2005 Communities of Practice IV Workshop' and 'Work Group Migration', both circled in red. A red arrow points to the 'Announcements' header with the text 'Attention grabbing header'. Another red arrow points to the 'Work Group Migration' entry with the text 'One-liner with link'. To the right of the announcements is a 'Calendar' section showing 'There are no events scheduled for the next 30 days. To personalize this'. Further right is a 'Links' section with a list of public links including 'About NASA's Supply', 'GIDEP', 'JPL - Aquisitions', 'JPL - Business Oppor', 'JPL Business Oppor', 'Lean Aerospace Initia', 'Manufacturing Extens', and 'NASA HQ'.



Suggestions (continued)

- **Members**
 - **Members should be required to provide Company Name, Location, Phone Number, and Title**
 - **People that are requesting a membership should be required to tell where they work, their job position, and any information that they think might be beneficial to approve their membership**



National Aeronautics and Space
Administration
Jet Propulsion Laboratory
California Institute of Technology

BACKUP



Suggestions for Improvement

- **Old vs. New**
- **Issues / Suggestions for Improvement**
 - **Document Library**
 - **Announcement**
 - **Administration**
 - **All Areas**
 - **Layout**



Old vs. New

Old site

New site

1. Icons and images makes it user friendly.	1. No icons to make it user friendly. Buttons are in odd places.
2. Intuitive navigation.	2. Navigation is not intuitive. Takes more clicks to accomplish the action.
3. Good use of space. Good layout of content.	3. Too much white space. Content could be laid out better.
4. Documents were slow to upload.	4. Quick upload time.
5. Multiple user names/passwords are required for each work group.	5. One user name/password for multiple work groups.



Suggestions for Improvement

- Suggestion 1: Document Library

- When “Document Library” is clicked, right frame should display all the folders in the Doc Library, instead of the entire right frame dedicated to “Most Recent” documents.
- A small “Updated” icon should be next to the folder if a new document has been uploaded in that folder.

The screenshot shows a web interface for a Document Library. On the left is a sidebar with a 'Document Library' section. Below it, a 'Folders' section is highlighted with a red circle. A red arrow points from this section to the 'Most Recent' section in the main content area, which is also circled in red. The 'Most Recent' section displays a list of documents with their names, sizes, and dates.

Document Name	Size	Date
Cassini Spacecraft 360-degree view	843 KB	Nov 9, 2005
Cassini radar mapping of Titan	3,286 KB	Nov 9, 2005
DSN (single slide)	929 KB	Nov 9, 2005
DSN Factsheet	48 KB	Nov 9, 2005
Material Fingerprinting ppt	1,017 KB	Nov 9, 2005
Root Cause Analysis for Suppliers	2,261 KB	Aug 10, 2005
Elachi all hands presentation	1,360 KB	Jul 29, 2005
Mars Rover Gallery	168 KB	Jul 29, 2005
WEB and RED.ppt	167 KB	Jul 29, 2005



Suggestions for Improvement

• Suggestion 2: Document Library

- When a folder is selected from the document library, that folder's content (including docs and sub-folders) should display in the right frame (like old site), while the list of previous level folders remain in the left frame (for easier navigation back)
- When a sub-folder is selected from the right frame, contents should display in the right frame, while list of the previous level folders remain in the left frame.

The screenshot shows a web interface for a 'Document Library'. On the left is a sidebar with a 'Document Library' section containing a 'Folders' list. The main area is divided into a top header with 'Add', 'Search', 'Comments', and 'Help' tabs, and a content area below. The content area shows a selected folder 'Process Escape Stories & Lessons Learned' with 42 files. A list of files is displayed in the right frame, including 'MER_HQA_LL_Ramsey.ppt', 'Rotating Tools_Lessons Learned 9-10-04_RocketdynePCFG.ppt', 'Umbilical Cable Redesign.ppt', 'NOAA_incident_update.gif', 'NOAA Presentation - Lumsden.ppt', 'four quadrant template with SOPC logo.ppt', 'size didnt matter.gif', and 'MER pin puller incident report.doc'. Red arrows point from the 'Folders' list to the 'List of Document Library previous level folders' text and from the file list to the '...Selected Folder's Contents appears here.' text.

Document Library

Add Search Comments Help

What's New

Search

Document Library

Images

External Links

Announcements

Calendar

Polls

Members

Discussion Forums

Chat

Invite

SOPCA website

QLF intranet

PCFG website

Process Escape Stories & Lessons Learned

Sort: Last Updated (descending)

42 files, 40

Send Favorite Highlights

View: List

...Selected Folder's Contents appears here.

1 of 2

MER_HQA_LL_Ramsey.ppt	138 KB	May 27, 2005	
Rotating Tools_Lessons Learned 9-10-04_RocketdynePCFG.ppt	2,605 KB	May 27, 2005	
Umbilical Cable Redesign.ppt	81 KB	May 27, 2005	
NOAA_incident_update.gif	226 KB	May 27, 2005	
NOAA Presentation - Lumsden.ppt	8,801 KB	May 27, 2005	
four quadrant template with SOPC logo.ppt	3,452 KB	May 27, 2005	
size didnt matter.gif	211 KB	May 27, 2005	
MER pin puller incident report.doc	8,467 KB	May 27, 2005	

List of Document Library previous level folders

When a folder is selected...



• Issue 2: Announcements

- When typing up an announcement, clicking the “Permissions” and then clicking the “Back” button in PBMA, the page is reset and announcement is gone. Announcement has to be retyped again. If a User does not know to edit the Permissions first before typing up the announcement, they will lose their content and will have to start over.

Announcements

Search Permissions Help

What's New
Search
Document Library
Images
External Links
Announcements
Calendar
Polls
Members
Discussion Forums

New Announcement
Maximum 4000 characters

Announcements (0)
No notes found

☐ Link to related content
Add

Content is gone
before User can
submit the
announcement

Announcements

Back Permissions Help

What's New
Search
Document Library
Images
External Links
Announcements
Calendar
Polls
Members
Discussion Forums
Chat
Invite

Announcements Tool Permissions

Announcements Tool Notes

Instructions:
Modify a right by clicking on the symbol. Only groups that have been granted a right are shown below. To add a group to the list, select its name in the last row and grant one or more rights. Press "Apply Changes" to save all modifications.

✓ = granted ✗ = denied
» = Select row ⇅ = Select column

	View Note Board Tool	Add Notes	Modify Permissions
Founder	✓	✓	✓
Administrator	»	✓	✓
Outreach	»	✓	✓
Member	»	✓	✗
Supplier	»	✗	✗



• Issue 2: Administration

- When managing Group permissions, the **assumption** is that the permissions cascade down to all folders and files within that folder (i.e., Document Library, Images, External Links, etc.), which it does.
- But once you modify an individual sub-folder or file within the folder and then modify the parent folder to cascade down again, any permissions specified for a particular sub-folder/file is overwritten.

Administration | Help

Document Library
What's New
Document Library
Images
External Links
Announcements
Calendar
Polls
Members
Discussion Forums
Chat
Invite

Create Group

✓ = granted ✗ = denied
» = select row ⇅ = select column

		View File Tool	Create Root Folders	Modify Permissions	Add Highlights
Founder	👤 (1)	✓	✓	✓	✓
Owner	👤 »	✗	✗	✗	✗
Administrator	👤 (4) »	✓	✓	✓	✓
Outreach	👤 (4) »	✓	✓	✓	✓
Members	👤 (4) »	✓	✗	✗	✗



Issues / Suggestions

- **Issue 3: Permissions**

- When Editing a Folder (i.e., changing the folder's name), if the User wants to change the Permissions at the same time, they would click the “Permissions” button, which takes them to the permissions screen.
- User would assume that permissions AND the new file name has been saved when they click the “Apply Changes” button in the Permissions screen. But in reality, only the permissions has been saved. When the User goes back to the Edit screen, they have to re-type their changes again.

- **Suggestion:** Permissions button at the top should be removed because user can get to the permissions screen by selecting the check box at the bottom of the edit screen (see image at right).

The screenshot shows the 'Document Library' interface. On the left is a navigation menu with items like 'What's New', 'Search', 'Document Library', 'Images', 'External Links', 'Announcements', 'Calendar', 'Polls', 'Members', 'Discussion Forums', 'Chat', 'Invite', 'SOPCA website', 'QLF intranet', 'PCFG website', 'Feedback', 'Preferences', 'Administration', 'Main', and 'Logout'. The main content area is titled 'Edit Folder' and contains the following fields: 'Folder Name *' with the value 'Process Escape Stories & Less', a 'Description' text area, 'Sort Order' set to 'Last Updated (descending)', 'Parent Folder *' set to '(Root Level)', and 'Basic Permissions' set to 'Keep Current' with a '[?]'. At the bottom, there are two checkboxes: 'Set as archive folder [?]' and 'Modify permissions after updating'. The 'Permissions' button at the top right and the 'Modify permissions after updating' checkbox at the bottom are both circled in red.



Issues

- **Issue 4: All areas**

- There are many documents in which users do not open. There is a point where the icons (red diamond) don't add value, but become more confusing.
- It may be more confusing because it looks like it's a newly uploaded document, but in reality, it may be an old document that the User never opened.

The screenshot shows a web interface titled "Document Library". It has a sidebar on the left with navigation links like "What's New", "Search", "Document Library", "Images", "External Links", "Announcements", "Calendar", "Polls", "Members", "Discussion Forums", "Chat", "Invite", and "SOPCA website". The main content area shows a folder named "Process Escape Stories & Lessons Learned" containing 42 files. A list of documents is displayed with columns for document name, size, date, and icons. Red circles and arrows highlight the "40" file count and the red diamond icons on several document entries.

Document Name	Size	Date	Icons
MER_HQA_LL_Ramsey.ppt	138 KB	May 27, 2005	Red diamond icon
Rotating Tools Lessons Learned 9-10-04 RocketdynePCFG.ppt	2,605 KB	May 27, 2005	Red diamond icon
Umbilical Cable Redesign.ppt	81 KB	May 27, 2005	Red diamond icon
NOAA incident update.gif	226 KB	May 27, 2005	Red diamond icon
NOAA Presentation - Lumsden.ppt	8,801 KB	May 27, 2005	Red diamond icon

No legend/key as to what this icon means. Confusing. Not value added.



Issues

- Issue 5: Layout

Good use of space and good layout of content.

Exchange files of all types in the Document Manager. Upload, edit, and manage from Windows Explorer when you set up a Web Folder for your web office.

Search: [Go](#) [Advanced Search](#)

All Folders | Group Documents

Sort By: ☒ Show folders [Delete](#) [Move](#)

<input type="checkbox"/>	Title	File	Size	Posted
<input type="checkbox"/>	BRIEFINGS		3 items	
<input type="checkbox"/>	Change Control		0 items	
<input type="checkbox"/>	Human Factors		0 items	
<input type="checkbox"/>	ISO DOCUMENTS		11 items	
<input type="checkbox"/>	JPL Requirement Documents			
<input type="checkbox"/>	Knowledge Management			
<input type="checkbox"/>	Material Fingerprinting			
<input type="checkbox"/>	Mistake Briefing			

Document Library

Add Search Comments Help

What's New Search [All Folders](#) [Most Recent](#) [Send](#) [Favorite](#) [Highlights](#) [Help](#)

[Edit Tool](#) [New Folder](#)

Document Library

Images External Links Announcements Calendar Polls Members Discussion Forums Chat Invite

SOPCA website QLF intranet PCFG website

Folders

- [MISSION PPTs](#) (4)
- [OUTREACHER Folder](#) (0)
- [PBMA DOCS](#) (1)
- [Process Escape Stories & Lessons Learned](#) (42)
- [SOPCA NEWS](#) (1)
- [STANDARDS & REQ DOCS](#) (2)
- [test](#) (0)
- [TOOL BOX](#) (7)

View: List

Document	Size	Posted	Actions
Cassini Spacecraft 360-degree view	843 KB	Nov 9, 2005	Download Delete
Cassini radar mapping of Titan	3,286 KB	Nov 9, 2005	Download Delete
DSN (single slide)	929 KB	Nov 9, 2005	Download Delete
DSN Factsheet	48 KB	Nov 9, 2005	Download Delete
Material Fingerprinting ppt	1,017 KB	Nov 9, 2005	Download Delete
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Elachi all hands presentation	1,360 KB	Jul 29, 2005	Download Delete
Mars Rover Gallery	168 KB	Jul 29, 2005	Download Delete
WEB and RED.ppt	167 KB	Jul 29, 2005	Download Delete
9 cameras on rover.ppt	233 KB	Jul 29, 2005	Download Delete

Good use of icons and colors. Makes it user friendly.

Edit/Add buttons are placed in separate areas and are not identified for WHAT.. To edit folder? Add folder? Add document?

Add WHAT? A document? A file?

Edit Tool for WHAT? A document? A file?